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MEDICAID MEMO

TO:	All Providers and Managed Care Organizations participating in the Virginia Medical Assistance Program or FAMIS Program

FROM:	Patrick W. Finnerty, Director Department of Medical Assistance Services	**MEMO** Special **DATE** 8/1/2003

SUBJECT: Medicaid and FAMIS New ID Cards and Eligibility Verification

The purpose of this memorandum is to remind you of and provide further clarification regarding the implementation of new Medicaid and FAMIS identification cards and individual eligibility verification.

Plastic ID Cards

Effective August 1, 2003, DMAS will no longer issue paper identification cards each month to Medicaid and FAMIS recipients. DMAS has mailed Medicaid and FAMIS individuals' permanent (plastic) identification cards. Before services are rendered, providers should always ask to view the individual's new identification card.

If the Medicaid or FAMIS individual is enrolled with a Managed Care Organization (MCO), the individual will also have an identification card from their MCO. It is very important that the provider views both the individual's MCO card and the new identification card before services are rendered.

As part of the transition to the permanent plastic ID cards, individuals enrolled in the MEDALLION program will no longer receive a card listing their MEDALLION PCP's information. For this reason, it is extremely important that eligibility is verified at each visit using one of the new verification methods.

Eligibility Verification

Providers may use the automated and enhanced voice-response MediCall system, the DMAS Internet web-based system, the plastic "swipe-card" technology, or other eligibility verification vendor systems. All systems will confirm the individual's eligibility and, if applicable, the individual's MCO or MEDALLION PCP. All verification systems confirm information in "real time."

The voice-response (MediCall) system contact information is: 800-884-9730 or 800-772-9996. This system will provide more information than was previously available, including information about prior authorizations and service limitations.

An Internet HIPAA compliant web-based verification system, ARS, is also available for eligibility verification. Providers may enroll through the First Health Services Corporation (FHSC) website at http://virginia.fhsc.com to use this system. This option is available free-of-charge.

New Technology

The new plastic identification cards offer "swipe-card" technology and are encoded with data that allow providers to verify eligibility. Additionally, there are several vendors that provide a web-based means of eligibility verification. There are some costs associated with these services. Providers interested in one of these technologies may contact the following vendors:

Medifax   800-444-4336, ext. 2348 or 2717
  - *Web-based verification*
  - *Swipe-card terminal verification*

WebMD/Envoy   800-845-6592
  - *Web-based verification*
  - *Swipe-card terminal verification*

ProxyMed Inc./MedUnite   800-586-6870
  - *Web- based verification*
  - *(Currently unavailable) swipe-card terminal verification*

PayerPath   877-623-5706
  - *Web-based verification*

HDX   610-219-9503 or
                                                    610-219-1859

  - *Web-based verification*

The information above, which lists the products these companies offer to determine Medicaid eligibility, are subject to change. You will need to contact these vendors to determine which of the products they offer that best meet your business needs.

Replacement ID Cards

If either a plastic card or a card from the individual's MCO was discarded in error, the individual may receive a new card by contacting the appropriate organization as follows:

FAMIS Card   866-873-2647
Medicaid Card   Local Department of Social Services
Anthem HealthKeepers Plus   800-901-0020

CareNet	800-279-1878
Sentara Family Care	800-881-2166
UniCare	888-817-6615
Virginia Premier	800-727-7536

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is http://virginia.fhsc.com.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.state.va.us. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.